



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

bizhub 282 - ALL ACTIVE SOLUTIONS

March 2010

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, www.kmbs.konicaminolta.us.

Legal Notice

This document is designed as a diagnostic tool, primarily for Konica Minolta's support personnel, and authorized service representatives. Konica Minolta recommends that all service be performed by an authorized service representative. Users are responsible for seeking advice of a Konica Minolta authorized service representative regarding the information, opinion, advice or content of this document.

USER AGREES THAT USE OF THIS DOCUMENT IS AT USER'S SOLE RISK AND THAT THIS DOCUMENT IS PROVIDED ON AN AS IS BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY LAW AND INCAPABLE OF EXCLUSION. IN NO EVENT WILL KONICA MINOLTA OR THOSE ACTING ON ITS BEHALF BE LIABLE FOR ANY DAMAGES, INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF YOUR USE OF THIS DOCUMENT.

Solution ID

TAUS1000307EN*

Solution Usage

Description

Grinding noise when attempting to feed any size original.

Solution

PROBABLE CAUSES:

1.The Document Feeder top cover is misaligned or damaged.
Apply pressure to the top left cover rear side. This may clear the noise (confirm the gear mesh).Replace Top Left Cover (p/n 4344 5086 01).

2. Improper gear mesh between gear 80T paper take up drive gear, and the drive gear.
Replace 80T gear (p/n 4344 5111 01).

SPECIAL NOTE: Solution contribution by Alonzo Smith, Workgroup/SSD

Solution ID TAUS0900085EN***Solution Usage** 10**Description**

Unable to scan to E-mail using a Microsoft® Exchange Server 2007.

Solution

CAUSE: The Microsoft® Exchange Server is not set up correctly.

SOLUTION: Please use the attached settings to set up scan to E-mail on the Microsoft® Exchange Server 2007. To view the PDF, you may need to download a free copy of Adobe Reader®.

CAUTION : The following instructions to create an Anonymous SMTP Receive Connector are not to be attempted by a technician. They are provided only for use by an experienced Microsoft Exchange 2007 Administrator, as failure to follow these instructions in any way may have a detrimental effect on E-mail flow in Exchange 2007. The instructions provided have been tested numerous times and are known to work. They are currently in production use in-house at Konica Minolta and several customer environments.

SPECIAL NOTE : Solution contribution by Ian Lynch/Mark D'Attilio, Production Print/SSD and Jim DiSarro/Jim Behrends, Workgroup/SSD

Solution ID TAUS0901633EN***Solution Usage** 8**Description**

Unable to Scan-to-SMB to a shared folder on a Microsoft® Windows 2003/2008 domain controller.

Solution

CAUSE: The bizhub 222/282/362 does not currently support Scan-to-SMB to a shared folder on a Microsoft® Windows 2003/2008 domain controller.

SOLUTION: Special firmware is now available to allow Scan-to-SMB to a shared folder on a Microsoft® Windows 2003/2008 domain controller.

Version G05-09 (Phase 1)

Version G11-06 (Phase 2)

Notes :

1. Phase 2 serial number cut-in:

From "A11W011002051" onward => bizhub 222 Phase 2

From "A11V011001338" onward => bizhub 282 Phase 2

From "A11U011001706" onward => bizhub 362 Phase 2

Earlier serial numbers than those listed pertain to Phase 1 systems.

2. This special firmware is available for download via the Konica Minolta Download Selector :

- a. Login in via www.mykonicaminolta.com
- b. Select the "Service" link located on the top of the page.
- c. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
- d. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
- e. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.

3. Please refer to attached Release Notes prior to firmware installation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS

Solution ID TAUS0702799EN***Solution Usage** 6**Description**

FK-503, the faxes being sent from the Network Fax utility are printing out at the machine instead of being transmitted.

Solution

PROBABLE CAUSES:

1. The machine has not been configured properly for the Network Fax Utility.

To configure properly, please set the Gateway TX to Allow:

- a. Press the Utility/Counter key.
- b. Touch Admin Management. Enter the password (the default is "12345678") and touch enter.
- c. Touch Admin 2.
- d. Touch Network Settings.
- e. Touch Network Settings 1.
- f. Touch Scanner settings.
- g. Touch Gateway TX.
- h. Set Gateway TX to Allow, and if the second line kit is installed, please select the line to be used for the transmission -either G3-1 or G3-2.

2. The incorrect version of the Network Fax Utility is installed.

Install Network Fax Utility version 4.6.1 (or higher) for Microsoft® Windows Vista™ or version 4.5.36 (or higher) for Microsoft® Windows 2000/XP.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD and Bill Hall, Workgroup/SSD

Solution ID TAUS0902512EN*

Solution Usage 6

Description

Slow printing of PDF files.

Solution

As there is no one specific solution for slow printing of PDF documents, please utilize the following countermeasures/workarounds:

1. Please change the setting of the default device from "Copy" to "Printer" in bizhub 222/282/362.
 - a. Press "Utility/Counter" key on Control Panel for bizhub 222/282/362.
- b. Touch the button in Touch Panel with the following steps.
 - c. "User Setting", "User's Choice", "6/6" and "Default Device".
 - d. The default device is configured with "Copy" in bizhub 222/282/362. Please change the setting from "Copy" to "Printer".
2. Try changing the emulation from PostScript driver to PCL driver on the PC if the customer allows.
3. Please try to print the PDF file by using "Print as image" feature on Adobe® Acrobat.
 - a. Open PDF file to print.
 - b. Select "File", and then "Print". The print screen is open.
 - c. Click "Advanced" tab at the print screen.
 - d. Please select "Print as Image" in the advanced print setup.
4. Please try to change the default setting of "PostScript Pass Through" in the document properties.
 - a. Open PDF file to print.
 - b. Select "File", and then "Print". The print screen is open.
 - c. Select "Properties" in the print screen.
 - d. Select "Advanced" in the document properties.
 - e. The default setting of "PostScript Pass Through" is configured with "Enable" in PostScript driver. Please change the setting from "Enable" to "Disable".

Note : When wanting to keep this feature as "Disable", please perform the following:

 - A. Select "Start" and then "Printers and Faxes" on Microsoft® Windows OS. The folder of "Printers and Faxes" is opened.
 - B. Select PostScript driver with right-click, and then select "Properties". PostScript driver properties is opened.
 - C. Select "General" tab in PostScript driver properties.
 - D. Click "Printing Preferences" in "General" tab.
 - E. Select "Advanced" tab.
 - F. The default setting of "PostScript Pass Through" is configured with "Enable" on PostScript driver.
 - G. Please change the setting from "Enable" to "Disable" in PostScript driver properties. Due to this change, the setting of "Disable" is kept as default setting even if PC is powered OFF.
6. With regard to printing from Adobe® Acrobat Professional, there is a possibility increasing printing speed with the color PDF file on B&W models by using "Same As Source (No Color Management)".
 - a. Open PDF file to print.
 - b. Select "File", and then "Print". The print screen is open.
 - c. Click "Advanced" tab at the print screen.
 - d. Please select "Same As Source (No Color Management)" at Color Profile in the advanced print setup.

Note : Please be aware, the print performance will not be increased just by installing the Hard Disc and expanded memory to bizhub 222/282/362 series.

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS

Solution ID TAUS0702845EN*

Solution Usage 5

Description

The fax will transmit but not receive. The machine sounds like it answers, but then disconnects right away.

Solution

CAUSE: Failed Fax Kit (FK-503).

SOLUTION: Replace the FK-503 board (p/n 4551 2048 01).

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0651130EN*

Solution Usage 2

Description

FK-503, will not transmit (TX) or receive (RX).

Solution

PROBABLE CAUSES:

1. A 4-conductor cable was used to connect to the phone jack.
Connect the machine to the phone jack using a 2-conductor line.

After installing the ML-502, when faxing from the second line, no TX or RX functionality

2. Dual line fax not enabled.

To enable the dual line fax, perform the following:

- a. In the Copy mode enter the Tech Rep mode by pressing Utility button, Check detail tab, Meter count, Stop, 0, 0, Stop 0, 1.
- b. Press the Softswitch mode.
- c. Enter 006 in the mode selection area.
- d. Change bit switch 1 to 0.

When transmitting to a remote fax, the remote fax will answer the call, but during the "Handshake Mode" the FK-503 will drop the line and go into "Redial Mode".

If the FK-503 is receiving a fax, it will pick up the call, but during the "Handshake Mode" it will drop the line.

3. Attenuation level set too low.

Reset softswitch "Mode 086" bits 7 and 6 to 00. This will increase the attenuation level to 0 dB (-48 dBm) from 5 dB (-43 dBm).

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD; KM Great Britain (BGB) and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0900943EN*

Solution Usage 1

Description

No Address Found when performing LDAP search to Netware server

Solution

CAUSE: The attribute "statusMember" on the Novel LDAP server was missing or bad.

SOLUTION: Using iManager, under LDAP, find the attribute "statusMember" and map the attribute StatusMember to member:x-status. Click OK. The names should start to be pulled in the LDAP search.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0902709EN*

Solution Usage 1

Description

Scanning to a Gmail® account fails. Errors EA0004, E73000, EA2212 or EAA002 may be indicated.

Solution

CAUSE: With Gmail®, the MFP must support SMTP over SSL/TLS. The bizhub 200/250/350 and bizhub 222/282/362 series do not support this functionality.

SOLUTION: An E-mail server that does not require support for SMTP over SSL/TLS would have to be used.

SPECIAL NOTE : Solution contribution by Ron Reed, SSD Training and Bill Hall, Workgroup/SSD

Solution ID TAUS0807940EN*

Solution Usage 0

Description

PROBLEM: The machine does not recognize the USB port. When the machine is connected to a local PC, the PC never recognizes the machine is connected.

Solution

CAUSE: The machine is set for DHCP. When the machine is set for DHCP, it will bypass the USB port as it has to connect to a DHCP server on the network for an IP address.

SOLUTION: Set the machine for static ip in the network settings and assign the machine an ip address. To do this, enter the Admin 2 mode, select network settings then, select ip input.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0902105EN*

Solution Usage 0

Description

How to determine the print data stream of a spool file

Solution

To determine the print stream that a spool file has been created in, use the following command:

wrkoutq

1. On the resulting screen, locate the queue that contains the spool file. Use option 5 to display the spool files.
2. On the resulting list, enter option 8 besides the desired spool file.

The attributes for the spool file will be displayed. Page down to the next screen and locate Printer device type. To the right, you will see the data stream type: *SCS, *IPDS *AFPDS, *USERASCII, or others.

This information is important to determine which print server to use in order to print the spool file.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0901613EN*

Solution Usage

Description

Select job cannot be deleted when deleting a job from the job list. Deletion rights not granted. User authentication is enabled on the machine.

Solution

PROBABLE CAUSES:

1. This is normal for when User Authentication is enabled. User that is trying to delete the job is either not logged in or a different user than the sender. Log into the machine if you are the sender before selecting the job to delete. Users only have rights to delete their own jobs.

2. Access to Jobs setting is incorrect.

Please change the following setting:

- a. Enter Admin mode.
- b. Select Restrict User Access.
- c. Select Delete Other User Jobs.
- d. Set to Allow.

SPECIAL NOTE : Solution contribution by Jim Behrends, Workgroup/SSD and Clinton Marquardt, ESS

Solution ID TAUS0903072EN*

Solution Usage

Description

FK-503, E5DF57 when scanning to E-mail.

Solution

PROBABLE CAUSES:

1. An E-mail address has not been entered in the Administrator settings. Perform the following actions to enter a machine E-mail address.

- a. Press the Utility/Counter key.
- b. Touch Admin. Management.
- c. Enter the Administrator Password (default = 12345678).
- d. Touch Admin. 2.
- e. Touch Network Settings.
- f. Touch Network Setting 1.
- g. Touch SMTP Settings.
- h. Touch E-Mail Address.
- i. Enter the desired E-mail address.
- j. Touch Enter 6 times.

Note : The E-mail address does not need to be a working E-mail address, but must follow standard E-mail address formatting and contain @ and a domain such as .com or .edu . For example x@x.com . The entered address will be used as the [From:] address when performing Scan to E-Mail.

2. When using User Authentication, a [From:] E-mail address was not entered when creating the registered user. A user [From:] address must be entered to prevent SPAM detection on the E-mail server. Perform the following actions to enter a [From:] E-mail address for all registered users.

- a. Press the Utility/Counter key.
- b. Touch Admin. Management.
- c. Enter the Administrator Password (default = 12345678).
- d. Touch Admin. 1.
- e. Touch Account/User Auth.
- f. Touch Machine Auth. Setting.
- g. Touch User Registration.
- h. Select a user from the list.
- i. Touch Network Info.
- j. Touch E-Mail Address (From).
- k. Touch Enter 3 times to return to the registered user list.
- l. Repeat previous 4 steps (h.- k.) until all users have a [From:] E-mail address associated.

Note : The [From:] E-mail address does not need to be a working E-mail address, but must follow standard E-mail address formatting and contain @ and a domain such as .com or .edu . For example x@x.com . The associated [From:] E-mail address will be used as the [From:] address for the registered user when performing Scan to E-Mail.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS1000101EN*

Solution Usage

Description

When the destination is busy during fax TX, the fax does not disconnect.

Solution

CAUSE: Incorrect soft switch setting.

SOLUTION: Change soft switch 082, bit 5 from "0" to "1" by performing the following steps:

1. Enter the Tech Rep mode.
2. Select Soft Switch Settings.
3. Enter mode 082.
4. Set bit 5 to 1 (on).

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1000165EN*

Solution Usage

Description

When using fax forwarding with Scan-to-Email as the communication method, incoming faxes will print out instead of getting forwarded to the intended destination.

Solution

Under the software switch settings, verify that "Mode 359, Bit 7" and "Mode 24, Bit 7" are both set to 1.

SPECIAL NOTE: Solution contribution by Randall Marquardt Workgroup/SSD

Solution ID TAUS1000314EN*

Solution Usage

Description

Unable to print to Secure Print boxes.

Solution

CAUSE: Available MFP memory space is not sufficient. The Secure Print document Hold Time is set to "Not Delete" and no optional HDD (Hard Disk Drive) is installed.

SOLUTION: To change the Secure Print document Hold Time, perform the following:

1. Enter the Tech Rep mode.
2. Access [Admin 2].

3. Select [Software SW].
4. Touch [Mode Selection].
5. Enter software switch 036.
6. Touch either [Bit Selection] or [HEX Selection], and then specify the setting.
7. Change Bit 7-3 accordingly.
 - 00000 = Not Delete
 - 00001 = 1 hour
 - 00010 = 2 hours
 - 00011 = 3 hours
 - 11000 = 24 hours
8. Touch [Enter] on the upper right of the screen until the first screen appears.
 - Note : Please refer to attached documentation. To view the PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Alonzo Smith, Workgroup/SSD

Solution ID TAUS0702492EN***Solution Usage** 15**Description**

Low image density, black lines, black banding and/or abnormal noise.

Solution

CAUSE: Developer is incorrectly put into the developing unit. If developer contaminates the Ds Collars, binding may occur.

SOLUTION: When the IU is set up and the developer is replaced, prevent developer from falling onto the Ds Collars. Protect each Ds Collar with a mylar sheet when removing/adding the developer (see the attached file for procedure).

If experiencing low image density, black lines, black banding, scraped surface of the PC drum, flattened edge of a Ds Collar, please exchange the PC drum unit (Item #4068612), Developing unit (p/n 4040 0752 00) and Transfer roller unit (p/n 4040R725 00) at the same time.

If it is not yet time to replace the developing unit, clean the Ds collars and the housings in which they sit. Follow the instructions in the attached "Ds Collar Cleaning Procedure".

IMPORTANT : Although a technician is trained on the Di2010/Di2510/Di3510 series, utmost attention must be paid to the procedure for the bizhub 200/250/350 because of the difference in the developing system.

Notes :

1. Refer to attached JPG files to view cause/effect of this issue.

2. When Transfer roller unit has reached its end of life (150K) be sure to exchange it.

3. Japan has bundled the protection sheet with the machine for setup, as well as the PC drum unit for the PM starting with December 2007 production. Please follow the attached installation instructions to prevent the developer starter from spilling onto the Ds collars (pages E-4 to E-6). To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0903041EN***Solution Usage** 1**Description**

Replacement procedure for Ds collar.

Solution

If the Ds Collar is binding from developer that has spilled into it, or the clearance between Drum and Developing Unit Sleeve becomes narrower due to a malformed Ds Collar, it is recommended to replace the PC drum unit (Item #4068612), Developing unit (p/n 4040 0752 00) and Transfer roller unit (p/n 4040 R725 00) at the same time.

However, the attached method outlines how to replace only the Ds Collars in order to successfully recover without replacing the Developing unit.

CAUTION : When replacing the Ds Collars, ensure that the Mylar (seals) are not damaged or removed. Refer to the attachment which describes a possible replacement method if the Mylar has been torn or you accidentally tear it.

Additionally, please see "Procedure for Replacing Developer" when developer replacement is necessary. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0903039EN***Solution Usage****Description**

Modified procedure for replacing developer.

Solution

Developer is replaced three times until end of life for the IU. Therefore, developer may spill onto the Ds Collars during these replacements and there is the possibility that abnormal imaging or a noise may occur.

There is a modified replacement procedure for developer which is easier than the previous one. This procedure will help prevent developer from spilling onto the Ds Collars. Please see the attached document for the procedure. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0901837EN***Solution Usage** 3**Description**

Wrong orientation of scans;portrait scans are rotated 90 degrees.

Solution

This is the specification for this model.

Solution ID TAUS0808530EN***Solution Usage** 0**Description**

Compressed images, shrunk in the front to rear direction. There is no shrinkage in the feed direction.

Solution

CAUSE: Failed BCRS board.

SOLUTION: Replace the BCRS board, (p/n 4551 2034 01 for models 200, 222, 250, and 282 and p/n 4551203301 for models 350 and 362).

SPECIAL NOTE: Solution contribution by Bill Hall, Workgroup/SSD

Solution ID TAUS1000025EN***Solution Usage****Description**

Poor copy/print image (please see attachment for reference).

Solution

CAUSE: Failed MFBS board.

SOLUTION: Replace MFBS board.

Earlier styleboard: MFBS (p/n 4551 2038 01), clock frequency is 300MHz fixed.

Currentboard: MFBS2 (p/n 4551 R900 00), clock frequency can be set to 300MHz or 400MHz.

IMPORTANT : When installing the MFBS2 board into bizhub 200/250/350/222/282/362 machines, make sure to set the jumper located on the modified board to the 300MHz position (see jumper position as shown in the attached Parts Modification Notice). To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Note : Replacing the Memory board (MEMS - p/n 4551 2039 01) did not cure the problem.

SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID

TAUS0902332EN*

Solution Usage

Description

How to select the priority papertray when the default is tray 1.

Solution

To change the priority paper tray, perform the following.

1. Select utility key

2. User setting

3. User choice

4.Select priority tray

5.Select the default tray requested.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0800962EN***Solution Usage** 27**Description**

SERVER CONNECT ERROR message and unable to scan to E-mail via Microsoft® Exchange Server 2003 and 2007.

Solution

CAUSE: An exception for the printer was not added to the Microsoft® Exchange Server.

SOLUTION: Have the server Administrator add an exception for the printer to the Exchange exceptions list.

1. Open the Control panel and select Windows Firewall.
2. Select Exceptions and Add Port.
3. Add a name and Port number.
4. Click on Change Scope.
5. Select Custom List and add the TCP/IP address for the exception.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert, Workgroup/SSD and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0648640EN***Solution Usage** 12**Description**

Key Counter location (4-pin connector).

Solution

Please see the attached documentation to see the various Key Counter (4-pin) locations. To view a PDF, you may need to download a free copy of Adobe Reader®.

Note : Equitrac® must have the supply cable (Item #CABX0094) along with any adapters for the product.

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801706EN***Solution Usage** 9**Description**

Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the ticket is transferred to ESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified by ESS before the test to communicate the charges.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0702641EN***Solution Usage** 8**Description**

How to print envelopes from Microsoft® Office Word 2000/2003 from the manual bypass tray.

Solution

To print envelopes from Microsoft® Office Word 2000/2003 from the manual bypass tray:

1. On the MFP, insert the envelopes face down in the manual bypass tray.
2. Under Custom Size setting enter the size of the envelope to be printed on Number 10 envelope (4 1/8" X 9 1/2").
3. In Word, go to:
 - a. Tools.
 - b. Letters and Mailing.
 - c. Envelopes and Mailing.
 - d. Click on Options.
 - e. Select Envelope Options - Envelope Size 10.
 - f. Select Printing Options.
 - g. Choose feed from: Default Tray [Auto].
 - h. Click OK.

i. Select Print.

In Microsoft® Windows XP using Word 2003 sometimes you may see the following:

Envelope Options

Printing Options

Feed From: Automatically Select

Notes :

1. From the MFP, leave the Bypass Trayat Normal. Please see the attached document for detailed instructions. To view the document, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL;

<http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .

2. To assure proper fusing of the envelopes, please set the fuser temperature in the Service mode to +3. Without this setting the toner can be wiped off easily depending on the type and quality of the envelope used.

SPECIAL NOTE : Solution contribution by by Joseph Rogers, KMBS -Salem, New Hampshire.

Solution ID TAUS0900739EN*

Solution Usage 8

Description

How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

Solution

Please follow this step-by-step procedure and refer to the attached video.

1. Load the 64-bit driver on the client.

2. Load the 32-bit driver on the server and share it out.

Note : If you receive a pop-up indicating "COPY ERROR", setup cannot copy this file. Example: KOZJA_PP_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.

3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.

4. Double-click on the shared out printer.

5. Select printer and then properties.

6. Select the Sharing tab and click on the additional drivers box.

7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.

8. Select OK and the 64-bit driver should be pushed up to the server.

9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.

Notes :

a.This was tested on like versions of 32-bit and 64-bit drivers.

b.To viewthis procedure, Apple® QuickTime®should be installed.It can be downloaded for free at <http://www.apple.com/quicktime/download/> .

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0902606EN*

Solution Usage 8

Description

How to install a printer driver on a Macintosh® running OS 10.6.

Solution

To install a print driver on a Macintosh® running OS 10.6, there are 3possible solutions:

1. Generic : Install the printer normally and select "Generic Postscript Printer" from the "Print Using" menu.

Note : Installing the printer as a generic printer will limit the maximum paper size to legal and only allow duplexforthe finishing feature.

2. Manually install the Macintosh® OS 9 PPD file : Download the applicable OS 9 driver from the Konica Minolta website and unpack the files from the folder. Install the printer normally and select "Other" from the "Print Using" menu. Navigate to the folder containing the OS 9 PPD file and click "Add". If the

"Installable Options" window appears, set the correct options.

Note : Installing the OS 9 PPD only applies to the models listed in the attached document.

3. Edit the PPD file : See the attached procedureto manually edit the PPD file. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Note : The above solutions are considered a workaround until an official OS 10.6 printer driver becomes available.

SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0657371EN*

Solution Usage 7

Description

Citrix® compatibility.

Solution

Please refer to the attached Citrix® compatibility list for additional information. Some products not listed below are listed in the attached document. It covers other MFPs and Controllers like the bizhub C350/C353/C253/C203, the bizhub PRO 1050/920, the bizhub 600/601/750/751/360/361/362/420/421/500/501/162/180/210/222/282, IC-303 and IC-409.

To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

IC-202

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1, the Adobe® PostScript driver version 1.0.0 or the PCL driver version 1.01 the print controller can be used without restrictions.

IC-203

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Presentation™ Server 3.0 environments with the Microsoft® Word 2003/Excel 2003 and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 2.0.28, the Adobe® PostScript driver version 2.0.28 or the PCL driver version 2.0.0, the print controller can be used without restrictions.

IC-205

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the GDI driver version 1.00 or the PCL driver version 1.00 the print controller can be used with the following restrictions:

1. Cancelled print jobs may stay in queue when using the GDI driver.
2. The printer icon may disappear when cancelling a print job when using the GDI driver.
3. Print jobs may hang when printing from two or more workstations simultaneously using the GDI driver.

IC-302

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1. Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

IC-401

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PostScript driver version 1.0.

The following restrictions:

1. The mixed media function may not be used.
2. Enabling the "Delete pending print jobs at logout" on the Metaframe™ server does not result in the print jobs being deleted.
3. Print job access codes should not be used.

IC-402

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.0. Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The following are restrictions that were found:

1. Custom Size setting is not available.
2. Owner Information, Lock Job and Copier store print functions are not available.
3. The client default settings are not saved.

IC-405

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 2.0. Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Media Mixed function is not available by network printer.

IC-611

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.0.7, the PostScript Adobe® driver version 1.0.0.7 or the PCL driver version 1.0.1 the print controller can be used with the following restrictions:

1. The watermark function will not function when using the PCL driver.
2. The PostScript Visual driver is not available with Microsoft® Windows 2003 Server.
3. Booklet mode may not function when called within Adobe® Acrobat®.

IP-901

Tested with Citrix® Metaframe™ FR3 on Microsoft® Windows 2000 and 2003 Server, using PostScript version 1.1 and 2.1. Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. The only restrictions found were that Owner Information functions were not available.

bizhub C350 Standard Controller

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6 applications loaded. Testing has been performed with the PCL driver version 1.0 with the following restriction: The watermark feature will not be available on a locally installed printer.

bizhub 200/250/350 Standard Controller

Tested in both the Citrix® Metaframe™ XP (FR3) and the Citrix® Metaframe Presentation™ Server 3.0 environments with the Microsoft® Office, Microsoft® Excel and Adobe® Acrobat® 6.0 applications loaded. When utilizing the PostScript Visual driver version 1.0.1 or the PCL driver version 1.0.2 the print controller can be used with the following restrictions:

1. The custom paper size setting is not available.
2. The default selections made on client workstations will not be reflected on the printer properties screens.

bizhub C650/C550/C451/C450/C352/C351/C300/C252/C250

Tested with Citrix® Metaframe™.

Applications tested were Microsoft® Word 2003, Excel 2003 and Adobe® Acrobat® 6. No restrictions were found in testing.

Solution ID TAUS0701544EN*

Solution Usage 7

Description

Is the MFBS board the same for the bizhub 200/250/350 and bizhub 222/282/362?

Solution

The current MFBS board (p/n 4551 2038 01) is incompatible but it is being replaced with a modified MFBS2 board (p/n 4551 R900 00).

IMPORTANT : When installing the MFBS2 board into bizhub 200/250/350/222/282/362 machines, make sure to set the jumper located on the modified board to the 300MHz position (see jumper position as shown in the attached Parts Modification Notice).

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Malcolm Hibbert and John Miller, Workgroup/SSD

Solution ID TAUS0900736EN*

Solution Usage 7

Description

How to load a 32-bit driver on a 64-bit operating system.

Solution

Please follow this step-by-step procedure and refer to the attached video.

1. Load the 64-bit driver on the server and share it out.
2. Load a 32-bit driver on a workstation locally.
3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.
4. Navigate to the previously shared out printer on the server.
5. Right-click on the shared out printer and select properties.
6. Select the sharing tab and then click on the Additional Drivers button.
7. Select or check-off the 32-bit driver to be added to the 64-bit system.
8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bit and 64-bit checked off.
9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server => Properties => Sharing Tab => Additional Drivers).

Notes :

a. This was tested on like versions of 32-bit and 64-bit drivers.

b. To view this procedure, Apple® QuickTime® should be installed. It can be downloaded for free at <http://www.apple.com/quicktime/download/> .

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0603169EN*

Solution Usage 4

Description

Can NCR PAPER® be used as copy paper?

Solution

NCR PAPER® has only been approved for use in the bizhub PRO C500/920/1050.

Konica Minolta recommends an NCR PAPER® named Xero/Form® II from Appleton Papers in Wisconsin. Xero/Form® II is a vegetable-based product that works extremely well.

Note : For the bizhub PRO C500 and 920, refer to Bulletin #5349 . For the bizhub PRO 1050 series see Marketing Bulletin #05-GB-014 .

To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0656987EN*

Solution Usage 4

Description

Is there a parts/service manual for the fax kit?

Solution

Yes, the parts list is as follows:

- Fax Kit Assy(p/n 4551613)
 1. PWB Assy (memory) (p/n 4551120401)
 2. Cell Accessory (battery) (p/n 4551205101)
 3. PWB Assy (Faxes NCU) (p/n 4551204801)
 4. PWB Support (p/n 4551205201)
 5. Wire Harness assy(p/n4551205001)
 6. Cable tie 104L (p/n 9384131111)
 a. Tapping Screw (p/n 973503614)
 SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0658074EN*

Solution Usage 4

Description

CS Remote Care/vCare E-mail Setup Instructions.

Solution

Attached are the zipped CSRC E-mail Setup Instructions:

bizhub PRO 1050/1050P/1050e vCare/CS Remote Care E-mail Setup Instructions version 1.8.5

bizhub 200/250/350/222/282/362 vCare/CS Remote Care E-mail Setup Instructions version 1.3.0

bizhub 360/420/500/600/750 vCare/CS Remote Care E-mail Setup Instructions version 1.2.1

bizhub PRO 920 vCare/CS Remote Care E-mail Setup Instructions version 1.8.2

bizhub C451/C550/C650/C203/C253/C353/C552/C652/361/421/501 vCare/CS Remote Care E-mail (One-Way) Setup Instructions version 1.3.0

bizhub PRO 950 vCare/CS Remote Care E-mail (One-Way) Setup Instructions version 1.3.2

bizhub C200 vCare/CS Remote Care E-mail Setup Instructions version 1.2.0

bizhub C450/C351/C250/C352/C300 CS Remote Care E-mail Setup Instructions version 1.3.8

bizhub C451/C550/C650/C203/C253/C353 vCare/CS Remote Care E-mail (Two-Way) Setup Instructions version 1.0.0

bizhub PRO C500/8050/IP-901/IP-921/IC-405/IC-302 vCare/CS Remote Care E-mail Setup Instructions version 1.8.3

bizhub PRO C6500/C6500P/C5500/C5501/C6501/C65hc/Main body NIC vCare/CS Remote Care E-mail Setup Instructions version 1.4.0

Notes :

1. To open the file WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.
- 2.This vCare documentation can also be found by using the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please see attached procedure. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0658356EN*

Solution Usage 4

Description

How to print out a Service Call Report or Management List.

Solution

To print out a Service Call Report or Managemant List, perform the following:

1. Press the Utility button.
- 2.Select Check Detail on LCD.
3. Press Stop, 0, 0, Stop, 0, 2.
4. Select Maintenance Mode.

5. Enter Passcode 00000000.
6. Select Service Call Report.

SPECIAL NOTE: Solution contribution by Ron Reed, ESS/SSD, SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0652583EN*	Solution Usage 3
-----------------------------------	-------------------------

Description

How to turn OFF the TX report while using scanner.

Solution

To turn OFF the TX report while using scanner, perform the following:

1. In the service mode select the soft switch 368.
2. Set the Bit 1 to 0 for no TX print for every scan. To print TX for every scan, set the bit 1 to 1.

Note: For more detail refer to page 114 of the FK503 Service Manual.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0700476EN*	Solution Usage 3
-----------------------------------	-------------------------

Description

How to disable account tracking (ECM).

Solution

To disable account tracking (ECM), perform the following:

1. Press Utility.
2. Select Admin. management.
3. Enter code.
4. Select Admin. 1
5. Select Account/User Auth.
6. Select User Authentication ON/OFF.
7. Under Account Track select OFF.

Solution ID TAUS0802795EN*	Solution Usage 3
-----------------------------------	-------------------------

Description

How to enable duplexing when a coin vending device is installed.

Solution

To enable duplexing when a coin vending device is installed, setDipSW 472-2 to 1. For more information please refer to the Field Service Manualversion 2.5 (July 2006) in the fax section, page 164. See attached page.

Note: 222, 282, and 362 use the same switch.

SPECIAL NOTE : Solution contribution by Mahen Shukla, ESS/BSE, SPECIAL NOTE : Solution contribution by James Behrends, Workgroup/SSD

Solution ID TAUS0603556EN*	Solution Usage 2
-----------------------------------	-------------------------

Description

Power consumption data.

Solution

Please see attachedpower consumption data for warm-up, standby, and running modes.

To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS and Chuck Tripp, Production Print/SSD

Solution ID TAUS0653126EN*	Solution Usage 2
-----------------------------------	-------------------------

Description

When a Jamex® coin-op vendor unit is attached to the MFP through the key counter port, does duplexing work?

Solution

Duplexing with a Jamex® coin-op vendor box will not work.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0900083EN*

Solution Usage 2

Description

How to default the opening scan size of a scanned document from Adobe® Acrobat® 7/8/9.

Solution

To default the opening scan size of a scanned document via Adobe® Acrobat® 7/8/9 perform the following:

- 1.Open a PDF.
- 2.Select Edit and then Preferences (see attached photo).
- 3.Click on Page Display > Magnification. Zoom to Scroll and select the desired opening size.

SPECIAL NOTE : Solution contribution by Mark D'Attilio/Ian Lynch/Cesar Jimenez, Production Print/SSD

Solution ID TAUS0902480EN*

Solution Usage 2

Description

How to set up Scan to FTP on Microsoft® Windows 2008 Server.

Solution

Please see the attached video for the procedure. The video should be played on Microsoft® Windows Media Player version 9 or later. The latest Media Player can be downloaded at: <http://www.microsoft.com/windows/windowsmedia/default.mspx> .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0902518EN*

Solution Usage 2

Description

How to default the scan file type to PDF.

Solution

To default the scan file type to PDF, perform the following:

1. Press the Utility/Counter button.
2. Select Check Details.
3. Enter the Service Mode (Press Stop, 0, 0, Stop, 0, 1).
4. Enter the Service passcode (default 00000000) and press End.
5. Select Soft Switch Settings.
- 6.Select Mode Selection and enter mode 360.
7. Select Bit Selection and scroll to Bit 0 and change the value to1.
8. Press Set.
9. Cycle machine main power switch OFF/ON.

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS1000231EN*

Solution Usage 2

Description

Vendor/key counter specifications and vendor-related firmware guide.

Solution

The attached documents list all of the functions available for the MFPs when certain Vendor modes are enabled, and list any special firmware that might be needed. This information applies to all KMBS equipment.

If a function is listed as Not supported please use the Vendor-related Firmware updates documentto see if Special firmware is available for the MFP in question.

If Special firmware is not available, please contact the SSD Hotline to submit a Product Change Request form.

Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

Solution ID TAUS0650605EN*

Solution Usage 1

Description

When faxing, need to set a priority cassette.

Solution

CAUSE: Not pulling from the proper cassette

SOLUTION: To select a priority paper drawer when faxing, select mode 37 and change bit 2-7 for the proper cassette.

Bit 7=1 for 1st cassette

Bit 6=1 for 2nd cassette

Bit 5=1 for 3rd cassette

Bit 4=1 for 4th cassette

Bit 2=1 for Bypass

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0800946EN*

Solution Usage 1

Description

How to find/display a MAC address.

Solution

To find the MAC address of a specific device in a Microsoft® Windows environment, such as a main body internal NIC, access the command prompt, PING the TCP/IP address of the device and then perform the command, arp -a .

The attached procedures are for Microsoft® Windows 98/NT/2000/2003/XP, DOS/Microsoft® Windows 3.11/Microsoft® Windows for Workgroups, Microsoft® Windows Vista™ and Macintosh® OS X. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Note : Also attached is the Technitium MAC Address Changer© freeware program. This software is not supported by Konica Minolta and is to be used at your own risk.

To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.

SPECIAL NOTE : Solution contribution by Cesar Jimenez and Freddie Burnham, Production Print/SSD

Solution ID TAUS0808545EN*

Solution Usage 1

Description

Service Manuals and wiring diagrams for the bizhub 222/282/362.

Manuals:

Field Service

Theory of Operation

Wiring:

Overall

DF-620

FS-530

MT-502

PC-108

PC-206

PC-407

SD-507

Solution

Attached are the Service Manuals and zipped wiring diagrams for the bizhub 222/282/362.

Notes :

1. To view the PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

2. To open the file using WinZip®, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website:

<http://www.winzip.com/ddchomea.htm> . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

Solution ID TAUS0901588EN***Solution Usage** 1**Description**

Why SIP Fax is not working.

Solution

Attached is information designed to provide a better overview about the SIP Fax Function (FoIP - VoIP) implemented within most of the MFPs. In general, you should find this feature on machines from 20ppm onwards providing a large graphical LCD and sold after 2001 (no line-based LCDs).

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID TAUS0902245EN***Solution Usage** 1**Description**

Modified MFBS board.

Solution

To achieve parts standardization with the other machine models not manufactured for the U.S. market, the MFBS board has been changed.

Previous board: MFBS (p/n 4551 2038 01), clock frequency is 300MHz fixed.

Modified board: MFBS2 (p/n 4551 R900 00), clock frequency can be set to 300MHz or 400MHz.

IMPORTANT : When installing the MFBS2 board into bizhub 200/250/350/222/282/362 machines, make sure to set the jumper located on the modified board to the 300MHz position (see jumper position as shown in the attached Parts Modification Notice).

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0902390EN***Solution Usage** 1**Description**

How to read the firmware version.

Solution

Read the firmware version as follow (for example: version A11U - 0100 - G 10 - 08 - 002):

A11U : Product Code

0100 : Block Code (0100: U.S.)

G : Stage Code (G: Mass Production/F: Pre-Production)

10 : Specification Code (to separate Phase2 from Phase1)

a. 00 : Phase1 maintenance release. For Special ROM, specification code is increased as 01, 02, 03...

b. 10 : Phase2 maintenance release. For Special ROM, specification code is increased as 11, 12, 13...

Example: When the maintenance version is released as G10-08, only version 06 is increased to 08 without increasing specification code 10. And when Special ROM G11-06 is released, only specification code 10 is increased to 11 without increasing version 06.

08 : Management Code for version up (version 00, 01...)

002 : Marketing Area Code (002: North America)

SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID TAUS0902851EN***Solution Usage** 1**Description**

Multifunctional products and printers supporting bizhub vCare and/or Total Counter Notification.

Solution

Download the attached document, which lists MFPs and printers compatible with vCare\CSRC (CS Remote Care) or Total Counter Notification in the engine administrator mode.

Note : To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html> .

SPECIAL NOTE : Solution contribution by Rick Veale, ESS

Solution ID TAUS0629386EN***Solution Usage** 0

Description

ISO 15408 certification information.

Solution

The MFPS are certified ISO 15408 EAL Level 3. Refer to the following for more detailed information concerning ISO 15408 as well as the attached Security White Paper and Marketing Bulletin 09-GB-103.

1. ISO 15408 FAQ
2. Trusted Computing Base
3. ISO 15408-3
4. Common Criteria

Also, go to Konica Minolta's bizhub security page, <http://kmbs.konicaminolta.us/content/about/bizhubsecurity.html>, for more in-depth security information.

Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

Solution ID TAUS0800971EN*

Solution Usage 0

Description

HDD Backup Utility User's Guide.

Solution

Main features covered:

Backing up (saving)
 Restoring (recovering)
 Wizard operations (program in dialog format)
 Access limitations through auto protect
 Encoding backup data

Please refer to the attached documentation. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0808543EN*

Solution Usage 0

Description

Installation Manuals for the bizhub 222/282/362 options.

DF-620
 DK-506
 EM-303/EM-304/EM-305
 FK-503
 FS-530
 ML-502
 MT-502
 OT-602
 PC-108
 PC-206
 PC-407
 SD-507

Solution

Attached are the zipped Installation Manuals for the bizhub 222/282/362 options.

Notes :

1. To view the zipped PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.
2. To open the file using WinZip®, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm>. The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

Solution ID TAUS0902143EN*

Solution Usage 0

Description

Microsoft® (WHQL) Digitally Signed printer driver information.

Solution

The bizhub 222/282/362 VXL and PostScript drivers for Microsoft® Windows Vista™ are WHQL-certified for Microsoft® Windows Vista™ and Microsoft® Server 2008 only.

TheKonica Minolta Universal Printer Driver v1.0.1.0 (PostScript) and v1.0.0.0 (PCL)support the bizhub 222/282/362 and are WHQL-certified for the following O/S:

Microsoft® Windows 2000 Professional (SP4 or later)

Microsoft® Windows XP Professional (SP1 or later)

Microsoft®Windows XP Professional x64 Edition

Microsoft®Windows Server 2003

Microsoft®Windows Server 2003 x64 Edition

Microsoft®Windows Server 2003 R2, Standard x64 Edition

Microsoft®Windows Server 2003 R2, Enterprise x64 Edition

Microsoft®Windows Vista™

Microsoft®Windows Server 2008 Standard

Microsoft®Windows Server 2008 Enterprise

These drivers are available for download via the Konica Minolta Download Selector :

1. Login in via www.mykonicaminolta.com
2. Select the "Service" link located on the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID	TAUS0902694EN*	Solution Usage	0
Description			
Does this MFP series support SMTP over SSL/TLS?			
Solution			
The bizhub 200/250/350 and 222/228/362 specification does not support SMTP over SSL/TLS.			
SPECIAL NOTE: Solution contribution by Rick Veale, ESS			

Solution ID	TAUS0902848EN*	Solution Usage	0
Description			
Macintosh® OS X version 10.6 (Snow Leopard) printer driver information.			
Solution			
Please see the attached documentation concerning detailed information on Macintosh® OS X version 10.6 drivers and supported devices. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .			

Solution ID	TAUS0802400EN*	Solution Usage	
Description			
How many fonts can be downloaded and stored?			
Solution			
The machine can store 1000 or fewer fonts (downloaded fonts and resident fonts). The machine has 217 resident fonts, thus, only 782 fonts can be			

downloaded. It is strongly recommended, though, that all 782 fonts are NOT downloaded.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0900586EN*

Solution Usage

Description

Users' Guides.

Solution

Attached are the Users' Guides for the bizhub 222/282/362. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

To access the PDFs using WinZip®, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website:

<http://www.winzip.com/ddchomea.htm>. The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view. The guides available are:

User's Guide (Printer Operations)
User's Guide (Fax Driver Operations)
Printer Operations Quick Guide
User's Guide (Box Operations)
User's Guide (Advanced Scan Operations)
User's Guide (Facsimile Operations)
User's Guide (Copy Operations)
User's Guide (Network Scanner Operations)

Solution ID TAUS0901079EN*

Solution Usage

Description

MSDS information for drum, developer and toner.

Solution

Attached are the Material Safety Data Sheets for the bizhub 200/222/250/282/350/362 drum, developer and toner.

Notes :

1. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: <http://www.winzip.com/ddchomea.htm>. The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.

2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html>.

3. The MSDS documentation is also available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (<http://www.kmbs.konicaminolta.us>) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0901203EN*

Solution Usage

Description

What is the startup parts list for the BH222, BH282, BH362?

Solution

Use the attached list as a method to maintain the proper level of replacement parts in stock.

Note: Parts and supplies can be ordered using standard ordering procedures.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0901424EN*

Solution Usage

Description

Does the Hard Disk assist with buffering for scanning?

Solution

No, the Hard Disk Drive does not assist with buffering. When the device is equipped with a HD-504 Hard Disk Drive (p/n 7640 0018 21) the overall system performance is improved.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0901466EN*

Solution Usage

Description

What is the recommended MD5 checker?

Solution

Therecommended MD5 checker is HkSFV (download attached file). HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum. HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.

What is an SFV?

An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.

What is an MD5?

MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to computechecksums, rather than the CRC-32method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.

Some key features of HkSFV:

Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)

One-click creation and checking of SFVs and MD5s

Flawless & smooth upgrading to new versions (simply install the new version)

Automatic association with SFV files, and an option to fix file association when other programs steal it

Handles SFV and MD5 files from any other program invisibly (including files created on *NIX)

Database/cache of previously checked files

Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)

Automatically find renamed files while checking SFV or MD5 files

Enqueue SFVs or MD5s during file verification

Recursive directory support during creation and verification

Supports creation of .bad and .missing files, or deleting failed files

Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5

SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0901684EN*

Solution Usage

Description

Konica Minolta universal PostScript/PCL printer drivers.

Solution

The first versions of the universal PostScript/PCL printer drivers are available. Theseprinter drivers offer customers the benefit of a simplified management for IT administrators and a powerful print driver for user utilizing multiple printers.

The concept is to offer a single universal PostScript/PCL printer driver that is available for Konica Minolta MFPs and printers and that is also compatible with other brands of PCL/PostScript printers. This creates a common user interface across all printers and automatically detects printers on the network for easy configuration.

Please refer to attached Marketing Bulletin #09-GB-017 for more detail. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .

Solution ID TAUS0901726EN*

Solution Usage

Description

How to turn on SMTP email authentication.

Solution

To enable SMTP authentication soft switch setting mode 380 bit 6 has to be set to 1.
Reference attached PDF document for all bit settings for this mode.

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0902334EN*
Solution Usage**Description**

Why Account Track information will not print out of the machine.

Solution

The Account Track information will not print out of the machine if extra memory has not been installed. Please install Expanded Memory to allow the Account Track information to print.

Expanded Memory

EM-303 (Item #4551641 - 32MB

EM-304 (Item #4551651 - 64MB

EM-305 (Item #4551661 - 128MB

Note : Only one memory slot is available for upgrades.

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0902637EN*
Solution Usage**Description**

Paper Feed Cabinet motor and board change.

Solution

Due to a change in suppliers, the motor used in the models listed has been changed. In order to keep the performance the same as with the older motors, the related PWB was also changed.

PC-101

PC-102

PC-103

PC-104

PC-201

PC-202

PC-203

PC-204

PC-206

PC-402

PC-403

PC-405

PC-407

PF-122

PF-124

PF-210

Note : Original and modified parts are not to be mixed. Boards and motors must be replaced as a set (both must be either original style or modified style).

Please see attached Bulletin Number 6703 for additional information and part numbers. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0902779EN*
Solution Usage**Description**

The Fax selection is no longer available under User Setting, how can it be restored to the machine?

Solution

The Fax selection under User Setting can be restored to the machine by resetting the fax soft switches. The Fax soft switch reset can be completed using the following steps.

1. Remove the Compact Flash Cover.

2. Press the Warm Restart switch.
3. When the dot appears at the center on the left-hand side of the screen, enter "3" on the 10-key pad.
4. Enter the 8-digit service code and touch "End" (default code: 00000000).
5. Select Clear Fax Setting
6. Select Soft Switch
7. Touch "End"
8. Touch "Yes"
9. Touch "End"
10. Power cycle the machine using the main switch.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0902879EN*

Solution Usage

Description

Why can't the default output tray be changed in the driver?

Solution

The default output tray can only be changed in the driver if the MT-502 mailbin is installed on the machine.

SPECIAL NOTE: Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0903019EN*

Solution Usage

Description

What products are compatible or certified for use with Cerner® healthcare software solutions?

Solution

As of 11/17/2009, the following products have been certified for use with Cerner® Millennium® applications version 2005.02.06 and above:

bizhub C652/C552/C452

bizhub 751/601

bizhub 501/421/361

bizhub 362/282/222

...using the following operating systems:

IBM AIX® version 5.3 – ML 3 and above

OpenVMS® version 7.3 – 2 and above

Microsoft® Windows Server 2003

Microsoft® Windows XP – Service Pack 2

Attached Marketing Bulletin Number 09-GB-085 references this compatibility. Also, please refer to attached Cerner® documentation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>.

Additional info can be found on mykonicaminolta.com under the Products => Product Reference Materials => Select Category & Model => Product Marketing Materials => Sales Tools section of the respective product.

SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS

Solution ID TAUS0903099EN*

Solution Usage

Description

Howto setup one touch email addresses.

Solution

To setup one touch email addresses, follow the procedure below:

1. Select utility button.
2. Select User setting.
3. Select Fax button.
4. Select Blank one touch button.
5. Enter name of one touch.
6. Select Next
7. Select PC for communication mode.
8. Select Email button.
9. Select Next
10. Enter email address.
11. Select scan mode. Input PDF or Tiff.
12. Select Next
13. Select enter to save one touch.

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS1000052EN*

Solution Usage

Description

Can't access account data using Terminal Server

Solution

SOLUTION:1. The computer account for the license server must be a member of the Terminal Server License Servers group in the domain. If the license server is installed on a domain controller, the Network Service account must also be a member of the Terminal Server License Servers group.

2. Because TS Licensing Manager cannot dynamically update the number of TS Per User CALs that are currently issued and available, those columns are left blank in some areas of TS Licensing Manager. Instead there is a Generate Report hyperlink that takes you to this topic. In the Report node, you can view information from reports that have been created, but that information is specific to the date and time when the report was created.

3. In Windows Server2008, you can use the TS Licensing Manager tool to create (generate) reports to track the Terminal Services Per User client access licenses (TS Per User CALs) that have been issued by a Terminal Services license server. TS Per User CAL tracking and reporting is supported only in domain-joined scenarios because the information about the TS Per User CAL that has been issued to a user is stored as part of the user account in Active Directory Domain Services (ADDS).

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS1000252EN*

Solution Usage

Description

Double-Sided option missing on the control panel.

Solution

CAUSE: Switchback unit not connected or installed properly.

SOLUTION: Remove the upper right side cover, check the Switchback unit for proper installation and then trace the two connectors from the Switchback unit to the right side connectors and check for proper connections.

SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0901467EN***Solution Usage** 1**Description**

What can cause the machine to cycle for 30 seconds with paper at the registration roller prior to displaying a jam when feeding from all paper trays?

Solution

The machine may cycle for 30 seconds with paper at the registration roller prior to displaying a jam when feeding from all paper trays if the write unit has failed. To confirm the write unit has failed enter the service mode and run the F-12 test pattern if the machine displays a C4002 please replace the write unit (p/n 4040 0751 00).

SPECIAL NOTE : Solution contribution by Dave Bruni, Workgroup/SSD

Solution ID TAUS0902755EN***Solution Usage****Description**

The machine jams intermittently when duplexing.

Solution

CAUSE: The switchback solenoid SL-4 is not properly adjusted allowing the switch gate to sit in a position above the end stop. The paper will intermittently come into contact with the switch plate and create a jam.

SOLUTION: Adjust the switchback solenoid SL-4 (p/n 1200-2105-02) so that the switch gate rests firmly on the frame of the duplex unit.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0701860EN***Solution Usage** 13**Description**

HTTP 400 - Bad Request error. Unable to view the printer web browser (PageScope Web Connection).

Solution

CAUSE: The reason for the error:

1. A bad request. The browser sent a request that the server could not understand.
 2. An attempt to communicate with plain HTTP to an SSL-enabled server port. Instead, use the HTTPS scheme to access the URL.
 3. The request could not be understood by the server due to malformed syntax. The client SHOULD NOT repeat the request without modifications.
- Note : The first digit of the status code specifies one of five classes of response.

1xx Informational

2xx Success

3xx Redirection

4xx Client Error

5xx Server Error

SOLUTION: The error can be eliminated by:

1. Checking for any enabled Pop-up blockers and reconfiguring them.
 2. Checking for Internet security software that may be blocking Web access and disabling the service. Example: Norton® Internet Security.
 3. Installing Microsoft® .NET Framework 1.1 Service Pack 1. Microsoft® has confirmed that this is a problem in Microsoft® products that are listed in the "Applies to" section. This problem was first corrected in .NET Framework 1.1 Service Pack 1. Please refer to Microsoft® Article ID: 826437 - FIX: "HTTP 400 - Bad request" error message in the .NET Framework 1.1 .
- SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0650910EN***Solution Usage** 10**Description**

ED09C7 code when scanning to SMB.

Solution

CAUSE: The computer user name and password are incorrect.

SOLUTION: In the user name and password fields when creating a one-touch key, the user name and password must match exactly to the name and password registered in the PC.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD and Jim Behrends, Workgroup/SSD

Solution ID TAUS0702081EN***Solution Usage** 5**Description**

Availability of a real-time TWAIN driver.

Solution

The TWAIN drivers for the bizhub 200/250/350 and the 222/282/362 are available in an HDD TWAIN driver version only. A real-time TWAIN driver is not available.

Solution ID TAUS0900989EN***Solution Usage** 2**Description**

How to obtain spool files from an AS/400 for analysis by the lab.

Solution

Because of the complexity and types of issues between MFPs and the AS/400, the Lab may occasionally require that a spool file be provided so that the exact issue can be re-created by the lab. There are two methods to follow, depending upon the OS version on the AS/400.

Follow these steps to obtain the spool file.

1. Obtain the version of the OS/400 that is installed the AS/400 by issuing the following command:
GO LICPGM
(The user will need appropriate rights in order to do this.)

2. When the Work with Licensed Programs menu is displayed, type option 10 to display installed licensed programs.

3. After the list is displayed (it may take awhile), press F11 to display the release version. This will appear under the Installed Release column.

4. Use the attached instructions to obtain the spool file.
If the OS version is V5R4M0 or higher, then use instructions called
Backing up Spool files System i V5R4Mx.pdf

If the OS version is lower than V5R4M0, then use instructions called:
Instructions to copy spool files off AS400 V5 using FTP-final.pdf

5. After the files are obtained, attach them to the SSD ticket.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID

TAUS0902084EN*

Solution Usage

2

Description

How to push driver properties down to clients from a Netware server.

Solution

Because of the nature of how drivers are installed in the NDPS database, driver properties can not be saved.

Novell acknowledged this limitation; in Netware 6.5 and above there is a function called the Driver Profile. Use the following instructions to allow driver properties to be downloaded from the client when the printer driver is downloaded from the NDPS database.

Before creating the profile, the following items must be installed on the Netware 6.5 server:

- 1.SP5 or above, including all patches.
- 2.iPrint version 4.2.8 or higher.
- 3.The iPrint LIB files must be updated.

These files can be found at <http://www.novell.com>

To install:

- 1.In Novell iManager, click iPrint > Print driver profile.
- 2.Browse to and select the print manager where you want the driver profile stored and made available to the printers on that manager
- 3.Select an operation and click OK (create, delete, modify)

After creating a printer driver profile associate it with a printer:

- 1.In Novell iManager, click iPrint > Manage printer.
- 2.Browse to and select the printer you want to modify.
- 3.Click drivers > printer_driver_operating_system.
- 4.Select the printer driver from the list of available printers.
- 5.Select the profile you want associated with this driver from the list of available driver profiles for the selected driver
- 6.Select OK to save the changes.

Note: If you experience winsock 11004 issues when creating the driver profile, update the local HOSTS file on the workstation with the IP address of the server and its DNS entry.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID

TAUS0902460EN*

Solution Usage

2

Description

How to perform a Mail Merge using Microsoft® Word 2007.

Solution

The attached documentation outlines procedures to:

divide Mail Merge into separate jobs based on name or address
separate a file that has already been merged into Microsoft® Word 2007. In other words, you only have a Word file with all the variable data incorporated. No need to add recipients from a spreadsheet.

Notes :

- 1.The instructions are for both scenarios using Microsoft® Word 2007 and attached are the files used in the instructions. Please don't forget to check pages 30-31.

2. To view the DOC file, Microsoft® Word® or Word® Viewer must be installed. Word® Viewer 2003 (11.7MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?DisplayLang=en&FamilyID=95e24c87-8732-48d5-8689-ab826e7b8fdf> .
3. To view the XLS file, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL; <http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN> .
4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html> .
- SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0655341EN*

Solution Usage 1

Description

In Microsoft® Publisher 2002/2003, publications/records are not individually collated and stapled when duplexing and using the Mail Merge feature.

Solution

CAUSE: Registry edit required.

WARNING : In Microsoft® Windows, system configuration information is centrally located in the registry. While this simplifies the administration of a computer or network, one incorrect edit to the registry can disable the operating system. The following list provides some best practices for using the registry and Registry Editor safely:

Before making changes to the registry, make a backup copy.

Back up the registry by using a program such as Backup. After making changes to the registry, create an Automated System Recovery (ASR) disk. For troubleshooting purposes, keep a list of the changes you make to the registry. For more information, see System State data.

Do not replace the Microsoft® Windows registry with the registry of another version of the Microsoft® Windows or Microsoft® Windows NT-type operating systems.

Use reliable tools and programs other than Registry Editor to edit the registry.

Incorrectly editing the registry may severely damage the system. Use tools and programs that provide safer methods for editing the registry.

Never leave Registry Editor running unattended.

Konica Minolta is not responsible for any system errors that may result from using a registry editor incorrectly.

SOLUTION: Microsoft® Publisher can be enabled to individually collate, staple and duplex publications/records when using the Mail Merge feature of Publisher through a registry edit. This can be done either manually or by a script.

To manually edit the registry

Open the Registry Editor by clicking Start, click Run, type regedit , and then click OK. Go to:

1. HKEY_CURRENT_USER\Software\Microsoft\Office\ \Publisher\Printing
2. Right-click on the Printing folder, select New => String Value.
2. Create new "string value" called: NumberOfRecordsPerBatch
3. Double-click and set the Value Data to 1 . Instead of grouping records together into groups of 10 to send to the printer (Publisher default), the records are now sent in groups of 1 (i.e., each document is sent separately).

Note : A value for this size setting can be set between 0 and 99999.

To update the registry "automatically" from a script

1. Download the script from <http://ed.mvps.org/20031Rec.reg> and save the REG file to the Desktop (script is also attached in case the URL cannot be accessed).
2. Double-click on the icon, and then click on Yes to the question, "Are you sure you want to add the information in C:\DOCUME~1\administrator account\Desktop\20031Rec.reg to the registry?"
3. The new value will be added to the registry.

Note : Refer to Windows registry information for advanced users (<http://support.microsoft.com/kb/256986>) for additional registry edit information.

Solution ID TAUS0901610EN*

Solution Usage 1

Description

Network Fax Utility not working.

Solution

CAUSE: Incorrect production phase of the bizhub 222/282/362.

SOLUTION: The bizhub 222/282/362 went through some changes in production resulting in specification changes to the Network Fax operation.

The Network Fax Utility is only compatible with the bizhub 222/282/362 -Phase 1.0.

The PC Fax driver is only compatible with the bizhub 222/282/362 -Phase 2.0.

Notes :

1. Both the Network Fax Utility and the PC Fax driver are available for download via the Konica Minolta Download Selector :
 - a. Login in via www.mykonicaminolta.com
 - b. Select the "Service" link located on the top of the page.
 - c. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
 - d. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
 - e. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
 2. Serial number cut-in for Phase 2.0 systems:
 - bizhub 222 - Starting with s/n "A11W011002051" and above.
 - bizhub 282 - Starting with s/n "A11V011001338" and above.
 - bizhub 362 - Starting with s/n "A11U011001706" and above.
- Earlier serial numbers than those listed pertain to Phase 1 systems.
 SPECIAL NOTE : Solution contribution by Craig Blyther and Tony Pizzoferrato, ESS

Solution ID TAUS0902854EN*

Solution Usage 1

Description

'Black:Total' field does not equal the Grand Total on vCare\CSRC (CS Remote Care) total counter list for monochrome engines supporting fax unit.

Solution

CAUSE: The 'Black:Total' is the sum of the 'Copy:Black' field, 'Print:Black' and 'Scanner/FAX:Print(Black)'. The 'Scanner/FAX:Print (Black)' counter is used only for color MFP (multifunctional product) receive faxes.

SOLUTION: The following formula should be used to calculate the overall total for an engine with a fax option (FK-502 or FK-503).

Grand Total (TOTAL_ITEM1) = 'Black:Total' (TOTAL_ITEM30) + 'Scanner/Fax:Print' (TOTAL_ITEM25)

Note : This data is stored in CSRC SQL™ table called TOTAL_COUNTER.

Solution ID TAUS0901089EN*

Solution Usage

Description

Microsoft® Word does not return to the default printer when closed and reopened.

Solution

CAUSE: Microsoft® Outlook is open and is using Microsoft® Word as the default program for editing messages.

SOLUTION: To change the default mail message editing program perform the following:

1. Go into Microsoft® Outlook and select Tools from the tool bar.
2. Scroll down to Options.
3. Click on the Mail Format Tab.
4. Make sure the Use Microsoft Office Word 2003 to edit e-mail messages checkbox is selected.

Note : In versions before Microsoft® Outlook 2003, the text reads Use Microsoft Word to edit e-mail messages . In Microsoft® Outlook 2007, there is no longer an Outlook editor. The default is Microsoft® Word and cannot be changed.

5. Close the dialog.

SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0902136EN*

Solution Usage

Description

While upgrading the firmware on a MPI LinkCom™ III print server using Microsoft® Windows Vista™, the update may fail.

Solution

CAUSE: Anomaly when attempting firmware install using Microsoft® Windows Vista™.

SOLUTION: The only known solution is to use Microsoft® Windows XP and recycle the print server before performing the upgrade again.

SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0902546EN*

Solution Usage

Description

Is there a way to resolve the error "Driver failed to install" when attempting to load the Network Fax Utility version 4.6.1 function on Microsoft® Vista™ 64-bit OS?

Solution

The Network Fax Utility version 4.6.1 is not supported on Microsoft® Vista™ x64.
SPECIAL NOTE : Solution contribution by Alonzo Smith, Workgroup/SSD

Solution ID TAUS0902962EN***Solution Usage****Description**

Some PDF files won't print

Solution

CAUSE: Security restrictions preventing printing.

SOLUTION:

1. Open the file in question on a PC and select "File"
2. Click "Document properties"
3. Click "Security"
4. View if there are any restrictions for printing.

This feature can be viewed with all versions of Acrobat reader but can be changed with Acrobat standard or higher.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS1000112EN***Solution Usage****Description**

When printing a Microsoft Excel booklet, the file will divide into separate print jobs. When printing these booklets to a user box, the file may also separate and some of the separated files will print out while others stay in the user box.

Solution

This is a known issue with Microsoft Excel and Microsoft is aware of it. See the attached PDF document for possible workarounds to the problem.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE: Solution contribution by Randy Marquardt, Workgroup/SSD

Solution ID TAUS0655903EN*

Solution Usage 34

Description

Abort codes.

0x0000999A
 0x00000999
 0x00500000
 0x00790B02
 0x007D0100
 0x00800000
 0x01100551
 0x0300A504
 0X00D00000
 0x00D80000
 0x00D82130
 0X00DC0652
 0x00E00133
 0x00E00317
 0x00E004F0
 0x00F00005
 0x00F00201
 0x00F00B00
 0x01100300

Note : Please refer to attached Abort Code list from the Service Manual for additional information.

Solution

0x0000999A

Failed MFBS and/or MEMS.

Replace the MFBS (p/n 4551 R900 00) and/or MEMS (p/n 4551 2039 01).

IMPORTANT : The current MFBS board (p/n 4551 2038 01) is being replaced with a modified MFBS2 board (p/n 4551 R900 00). When installing the MFBS2 board into the bizhub 200/250/350/222/282/362, make sure to set the jumper located on the modified board to the 300MHz position. The jumper position is shown in the attached Parts Modification Notice. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Main memory is not functioning properly.

Clean the contacts for main memory.

Early version of firmware.

bizhub 200/250/350

Flash the machine to version 62 or higher. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

DHCP is being used when the machine is set to a fixed TCP/IP address.

Set the machine for DHCP so it may acquire a TCP/IP address. Once the machine has a TCP/IP address assigned, it verifies the problem is with the setting. Reserve a TCP/IP address for the machine and then the machine can be set back to a fixed TCP/IP address.

Note : This occurs when the Ethernet cable is plugged in. The machine works fine when the Ethernet cable is not plugged in.

0x00000999

Early version of firmware.

bizhub 200/250/350

Flash the machine to version 62 or higher. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Note : Codes are displayed randomly when the machine is idle.

0x00500000

The MFBS board has failed.

Replace the MFBS board (p/n 4551 R900 00).

0x00790B02

Poor connection of memory module,module is missing from the first SIMM slot or memory has failed.
Reseat the memory module,install memory in the correct slot or replace a failed module (EM-303 Item #4551641 -32MB, EM-304 Item #4551651 -64MB, EM-305 Item #4551661 -128MB).

Failure of MFBS board.

Replaced the MFBS board (p/n 4551 R900 00).

0x007D0100

CN8 pin(s)bent (pin 3, 5, 7, 4, 6 or8) on the MFBS. When removing the MFBS, the connectors are not disconnected completely so they (connectors) stay between the frame and CN8. And the pins become bent. See the attached file for reference.

Carefully re-form the bent pin(s). Use caution when removing the MFBS.

Note : No printer black spots on the print image may also occur.

0x00800000

AG3 protocol processing failure due to a faulty fax board (FK-503).

Replace the fax board (Item #4551613).

0x01100551

There is a poor connection on the MFBS board or the MFBS has failed.

Power down and unplug the machine. Remove the MFBS board which is located on the upper right side of the machine. Reseat all connectors, the parameter memory board, and any additional memory. Reinstall the board, plug in machine and power up. If this does not resolve the code, replace the MFBS (p/n 4551 R900 00).

0x0300A504

Improper connection of the MFBS board. MFBS board failure.

Check MFBS connection and replace the board if necessary (p/n 4551 R900 00).

Note : This error is listed as a network processing system failure abort code 0x03000000 to 0x030FFFFF.

0X00D00000

Insufficient memory.

Add additional memory to the machine, EM-305 (Item #4551661 - 128MB).

0x00D80000

The original width adjustment for the document feeder (DF-605) is incorrect or not adjusted.

bizhub 200/250/350

Adjust the paper width guides:

1. Enter the Service Mode.
2. Select Function.
3. Select Original width adjust.
4. Select Maximum and open the document feeder guides all the way to their maximum.
5. Press the Print key.
6. Select Minimum.
7. Close the guides to their minimum.
8. Press the Print key.
9. Exit the Service Mode and reboot the machine.

Note : The abort code occurs when scanning originals through the document feeder. Other scan abort codes may also be indicated (0x00DC0000 to 0x00DFFFFF).

0x00D82130

Firmware update required for the document feeder (DF-605).

bizhub 200/250/350

Download and install the firmware (4344G101.exe) described in the attached Release Notes. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more' (the file is also attached below for accessibility in case the Download Selector cannot be accessed).

0X00DC0652

Scanner is in the locked position.

Access the scanner locking mechanism on the upper left side of the main body. Ensure that the locking switch arrow is pointing to the unlocked setting. Please refer to steps 8 and 9 on page 4 of the attached Installation Guide for an illustration.

Power Supply failure.

Check the Power Supply Unit (PU1) at connector PJ5PU1. The voltages should read as follows:

PIN # DC VOLTAGE

1 3.3

3 5

7 24

9 12

Note : If these voltages do not match the above readings, replace the Power Supply unit (p/n 4040 6201 01).

Open 24V DC fuse (F222) on the BCRS due to M12 (Scanner) harness pinched by the right cover.

bizhub 200/250/350

Change routing of the M12 harness (p/n 4040 1505 01) for the Scanner motor (p/n 4551 2013 01) then replace the BCRS (p/n 4551 2033 01 for bizhub 350 and p/n 4551 2034 01 for bizhub 200/250).

Note : Please see the attached file for harness rerouting procedure.

Failed MFBS.

Please reseat the connections to the MFBS. If the issue is not resolved, replace the MFBS (p/n 4551 R900 00).

0x00E00133

The interface cable for the HDD is not fully seated or NVRAM has failed.

Please confirm the HDD cable is fully seated to the MFBS or the Encryption Kit. Replace the NVRAM. If the problem is not resolved, please replace the MEMS board (p/n 4551 2039 01). If necessary, replace the MFBS (p/n 4551 R900 00).

Note : To obtain a new NVRAM, call the SSD Hotline at 800-825-5664 and open a Problem Ticket. Go to www.mykonicaminolta.com and select Service tab => Warranty, Repair & Special Programs => RA Form. Fill out the RA Form.

Optional HDD (HD-504) installed without any extra memory.

Install the optional memory module (Item #4551641 - 32MB)

0x00E00317

The MFBS is not communicating properly with the machine.

Please reseat the connections on the MFBS and if the problem continues, please replace the MFBS (p/n 4551 R900 00).

0x00E004F0

Failed PWB-A board.

Replace the PWB-A board (p/n 4040 0101 0E for bizhub 200/250/350 and p/n A11U H001 02 for bizhub 222/282/362).

Note : May occur with a C-7001 code.

0x00F00005

The Hard Disk Drive (HDD) has been enabled when there is no drive installed.

Perform a total clear and then set the Hard Disk to "No" in the Service Mode.

1. When the machine reboots look for the dot to appear on the left side of the splash screen.
2. Enter the Initial mode by pressing the 3-key on the 10-key pad when you see the dot.
3. Enter the service password when the screen appears. Touch END to enter the Initial mode.
4. Touch Total clear and press "End".
5. When the machine comes to ready, enter the Service Mode.
6. Touch System input.
7. Touch Hard disk.
8. Set the Hard Disk to "No".
9. Exit Service Mode.
10. Power cycle the machine.

0x00F00201

Failure of drum unit and developing unit.

Replace the DR-310 drum unit (Item #4068612) and developing unit (p/n 4040 0752 00).

FailedPWB-A.

Replace the PWB-A (p/n 4040 0101 0E for bizhub 200/250/350 and p/n A11U H001 02 for bizhub 222/282/362).

0x00F00B00

Resetting a fuser error codewithout first replacing a failed fusing unit related part.
Replace the failed part prior to resetting theerror code.

0x01100300

Failed NVRAM.

Replace the NVRAM.

Note :To obtain a new NVRAM, call the SSD Hotline at 800-825-5664and open a Problem Ticket. Go to www.mykonicaminolta.com and select Service tab
=> Warranty, Repair & Special Programs => RA Form.Fill out the RA Form.

Solution ID TAUS0655275EN*

Solution Usage 29

Description

C2557 error code. Code may be intermittent.

Solution

PROBABLE CAUSES:

1. The drum was replaced without replacing the developer.

Replace both the drum unit and developer at the same time. Once the code occurs, developer must be replaced to properly recover. The correct procedure for replacing the drum is as follows:

- a. Select Tech. Rep. Mode => Counter => Special Parts Counter => PC Life.
- b. Press the Clear Key to clear the counter value.
- c. Turn OFF the main power switch.
- d. Open the Right Door.
- e. Remove the Imaging Unit (IU).
- f. Remove four screws (silver) and disassemble the Photoconductor Unit and the Developing Unit.
- g. Replace the Photoconductor Unit.
- h. Remove three screws and the Developer Scattering Prevention Plate.
- i. Remove the Toner Supply Port.
- j. Remove the developer.
- k. Set the developer while rotating the gear in the direction of the arrow.
- l. Reinstall the Toner Supply Port.
- m. Using three screws, secure the Developer Scattering Prevention Plate.
- n. Install the four screws to secure the Photo Conductor Unit and Developing Unit.
- o. Install the IU in the MFP.
- p. Turn ON the main power switch.
- q. Select Tech. Rep. Mode => Function => F8 and press the Start key.

CAUTION :After replacing the developer, be sure to execute F8 under Function of Tech. Rep. Mode.When the main power switch is turned ON, execute F8 quickly.

At process start and paper jams in fuser unit

2. Failed PWB-A (Mechanical CB).

Note : ATDC sensor and STARTER were replaced but did not resolve the problem.

Replace the PWB-A board (p/n 4040 0101 0E for bizhub 200/250/350 and p/n A11U H001 02 for bizhub 222/282/362).

After replacing afailed ATDC sensor

3. Theincorrect ATDC sensor was used. TheATDC sensor for the Di3510 serieslooks identical to the bizhub 350 series butis different and operates in a different voltage range.

Please use the correct ATDC sensor (p/n 4040 6040 01).

After replacing Imaging Unit and PWB-A

4. Cooling fan M5 is starting to fail.

Please replace cooling fan M5 (p/n 9313 1100 33).

SPECIAL NOTE : Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0648803EN*
Solution Usage 12**Description**

Unable to clear the "Original Left On Glass" message.

Solution

CAUSE: The metrics original size is enabled.

SOLUTION: To disable the metrics original size and calibrate inch size, perform the following:

1. Access the Tech Rep Mode and go to System Input.
2. Select the Original Size Detect Option, then select NO.
3. Go to Function and do a F7-1; the display will look like it is doing nothing, but it is doing a metric size sensor calibration.
4. After 20 - 30 seconds (do not press END) just power OFF the main switch. This should log the new calibration for Inch paper.

SPECIAL NOTE: Solution contribution by Alonzo Smith, Workgroup/SSD

Solution ID TAUS0700528EN*
Solution Usage 12**Description**

C4721.

Solution

PROBABLE CAUSES:

1. After the PWB-A was replaced, the EEPROM (8-pin IC) was not transferred from the original PWB-A. Install the original EEPROM onto the replacement PWB-A.

2. Poorly seated connector on PWB-A or failed PWB-A.

Reseat all connectors on PWB-A. Ensure that all pins are straight and the connectors are firmly attached to the board. Replace PWB-A (p/n 4040 0101 0E for bizhub 200/250/350 and p/n A11U H001 02 for bizhub 222/282/362) as necessary.

SPECIAL NOTE : Solution contribution by Malcolm Hibbert/Mike Galletta, Workgroup/SSD and Ted Young, Production Print/SSD

Solution ID TAUS0700751EN*
Solution Usage 12**Description**

"ERROR" is indicated after replacing the NVRAM.

Solution

CAUSE: MSC data may be missing from the NVRAM.

SOLUTION: To correct, perform the following:

1. Turn OFF main power switch
2. Insert a CF card with the latest firmware into the slot on the MFBS board.
3. Turn ON the main power switch.
4. Firmware upgrading should now start.
5. Do not turn power OFF until FINISH is displayed on the screen.
6. Once FINISH is displayed, turn the main power OFF.
7. Remove the card and turn power ON.
8. The machine should now boot normally.

SPECIAL NOTE : Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0657231EN*
Solution Usage 11**Description**

C4002 at power up or shortly thereafter.

Solution

PROBABLE CAUSES:

1. SOS (start of scan) failure due to possible failed Print Head and/or PWB-A.

Power OFF the Main Power switch, wait for 10 seconds or so then power ON the Main Power switch. If malfunction code returns, reseal connections to the print head (write unit) and PWB-A. Replace the Print Head (p/n 4040 0751 00) and/or PWB-A (p/n 4040 0101 0E for bizhub 200/250/350 and p/n A11U H001 02 for bizhub 222/282/362) as deemed necessary.

2. The ribbon cable from the printhead to PWB-A at connector PJ3A is installed backwards.

Install the ribbon cable correctly with the green tab to the right.

SPECIAL NOTE : Solution contribution by Don St. Onge and Mike Galletta, Workgroup/SSD

Solution ID TAUS0650983EN*

Solution Usage 5

Description

Pressing the warm reset button does not clear the fuser error code (C3451, C3452 or C3751, C3752 or C3851, C3852).

Solution

CAUSE: The fuser code is not being reset properly.

SOLUTION: To reset the codes, perform the following:

1. Enter the initial mode.
2. Remove the Compact Flash Cover [1].
3. Press the Warm Restart Switch [2].
4. When a dot appears at the center on the left-hand side of the screen, enter "3" from the 10-key pad.
5. Enter the 8-digit service code and touch [END]. Default value: 00000000.
6. Select "Trouble Reset" to complete the procedure.

IMPORTANT : Abort (Abort code: 0x00F00B00) will occur frequently if trying to reset after detecting the error codes without first replacing the Thermostat (p/n 4040 M601 00) or Fusing Unit (p/n 4040 0767 00).

Note : It is normal for the machine to produce an abort code during the reset.

Solution ID TAUS0651694EN*

Solution Usage 4

Description

CLOSE > SECTION PROPERLY message with an illustration of the document feeder raised when an original is placed in the document feeder.

Solution

CAUSE: The magnet on the bottom, right, front of the document feeder is not properly aligned with the reed switch which is under the cover.

SOLUTION: Loosen the screws below the right hinge of the document feeder to align it. The document feeder manual lists this adjustment to correct document skew so ensure that the documents do not skew after changing this adjustment. The specification for maximum skew is 3mm.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0703864EN*

Solution Usage 4

Description

PC-402/PC-407, C-0206 (C0206) at power up.

Solution

CAUSE: Pinched Paper Feed Cabinet wiring harness causing the PC-402/PC-407 control board (PWB-C1) to fail.

SOLUTION: Replace both the wiring harness (p/n 4348 6805 02) and PWB-C1 (p/n 4348 4348 0110 06 and p/n 4348 0101 08 for bizhub 200/250/350/C351/C450/C450P).

SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0902342EN*

Solution Usage 2

Description

The touch panel is not working. There is no change in function when touched.

Solution

CAUSE: The touch panel adjustment data has been lost. It also may be corrupt.

SOLUTION:

To reset the touch panel:

- 1.Remove CF side cover on right side of machine.
2. Depress the small black button to go into special mode.
3. Enter eight zero's and then press end to enter the initialize mode.
4. Select "touch panel adjusment".

NOTE: This issue may be associated with the copiers NVRAM. If this failure occurs again, please consider contacting SSD for possible NVRAM replacement. All requests for NVRAMs must be approved by the SSD hotline and a problem ticket generated.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0901560EN*

Solution Usage 1

Description

On a vCare-enabled MFP, the start button continually flashes amber.

Solution

CAUSE: This occurs if a technician did not press the "Maintenance Completion" button when exiting the MFP's vCare/CS Remote Care settings in Tech Rep Mode. This is a normal function, which alerts the vCare system that vCare settings have been configured at the MFP, but may not have been fully completed.

SOLUTION: If the blinking start key is related to vCare/CS Remote Care settings, use this procedure:

- 1.Enter the MFP's Tech Rep mode:
Press the Utility/Counter button.
Press the [Details] button
Press Stop, 0, 0., Stop, 0, 1.
2. Press [CS Remote Care].
3. Press the "Maintenance Completion" button.
- 4.Exit Tech Rep mode.

Note: For certain MFP models, this symptom also can occur when it is necessary to replace a board. Consult the Field Service Manual and this Knowledgebase if the symptom is not related to vCare/CSRC settings.

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0901794EN*

Solution Usage 1

Description

The machine will not auto rotate letter size paper.

Solution

CAUSE: Mixed original detection is set to "On".

SOLUTION: Enter the user choice mode by pressing the utility key and selecting user setting then select user choice. Select mixed original detection and change the setting to "Off".

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS1000134EN*

Solution Usage 1

Description

"Setting Error" is displayed on the machine after replacing the MFBS board.

Solution

CAUSE: Clock frequency jumper is not set properly for the machine.

SOLUTION: Set the jumper for the proper frequency. Set to 300Mhz for Phase 1 machines and 400Mhz for Phase 2 machines. Please see the attached bulletin (7004)to reference whether you have a Phase 1 or Phase 2 machine and the location of the switch on the board.

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE: Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS0901249EN*

Solution Usage 0

Description

The machine will not scan to SMB on the first attempt. Pressing redial from the job list will allow the scan to complete.

Solution

CAUSE: The gateway TX setting is set to restrict.

SOLUTION: The gateway TX setting needs to be set to allow. To do this, enter the administrator 2 mode by pressing the utility key, admin management, admin2. Select network settings, scanner settings, gateway TX and change the setting to allow.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0902776EN*

Solution Usage 0

Description

Abort code 0x00F00B00 is a printer sequence system failure.

Solution

CAUSE: Memory board failure.

SOLUTION: Replace the memory board (p/n 4551 2039 01).

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0901133EN*

Solution Usage

Description

How to adjust the LCD panel for sensitivity.

Solution

To adjust the LCD panel perform the following:

There are two ways to adjust the sensitivity of the LCD panel.

The first is to press the soft reset switch located on the right side of the scanner, next to the CF card socket. The machine will reboot after the switch is pressed. When the machine begins to initialize, a dot will appear in the center of the left side of the LCD panel. When the dot appears, press the number three key. On the next screen, enter the password which is eight zeros (00000000)and press end. The machine will now enter the Initial mode. Select the LCD panel adjust and perform the adjustment. When finished, reboot the machine.

The second way is to the press utility key, stop, 0,stop, 0, 2. A new button will appear on the LCD labelled "Maintenance Mode". Press the maintenance mode key then select LCD panel adjust and perform the adjustment. Reboot the machine when finished.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0901134EN*

Solution Usage

Description

The machine displays the error code C2654 and will not clear.

Solution

CAUSE: The EEPROM on PWB-A has either failed or has not been programmed.

SOLUTION: If PWB-A was replaced, remove the EEPROM from the original PWB-A and install it on the new one. If the problem has occurred with an existing PWB-A, you will need to replace PWB-A (p/n A11U H001 02).

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0901258EN*

Solution Usage

Description

Due to the fact that the bizhub 222/228/362 series has a 9 digit "Device ID" and a 13 digit "S/N" this has temporarily affected our automated process of adding these MFPs to the vCare system.

Note: In order for a supported MFP to be registered for vCare, the "Device ID" and "S/N" settings are required to be input into the vCare database.

However, only the "Device ID" needs to be entered by the technician in an MFP's "Tech Rep Mode" vCare settings. Many recent MFP model series will already have the "Device ID" setting pre-populated in the MFP's vCare settings. However, this is not the case for all model series.

With the exception of this model family the "Device ID" and actual S/N match.

Note: The bizhub 200/250/350 (the predecessor to the bizhub 222//228/362) had a similar issue. A solution was implemented by having the technician enter a leading "0" to the "Device ID" setting in the bizhub 200/250/350 series "Device ID" setting in the Tech Rep Mode vCare/CSRC settings.

Solution

The bizhub 222/282/362 model series IS currently supported for vCare.

An adjustment to the vCare automatic registration system to adjust for this issue is currently being made. The solution that is being implemented will be to truncate the first four digits of the actual S/N for the vCare/CSRC "Device ID" setting.

For instance if the actual s/n of a bizhub 222/282/362 is: A11W 311505321
then the "Device ID" to be entered in the MFP's vCare settings would be: 311505321

The following instructions appear on page 7 of the bizhub200_250_350_222_228_362_vCare_Setup_Email_Instructions.pdf (attached):

For the 222/282/362 the Device ID/Serial Number is the Last 9 Digits of the Serial Number.

Please enter the last 9 Digits of the 13 digit Serial Number in the Device ID location.

These instructions are to be followed for any 222/282/362 that is being configured for bizhub vCare. However, currently this process is being performed manually.

Note to SSD Advisors: Until the automated addition of the 222/282/362 is implemented, this process is being performed manually by the vCare Administrators. Until further notice, when a vCare 222/282/362 is received, please record all relevant information on the ticket, then re-queue the call to the "VCARE Requeue".

Note: To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
<http://www.adobe.com/products/acrobat/readstep2.html>

SPECIAL NOTE: Solution contribution by Mark Kemp, ASG/SSD

Solution ID TAUS0901384EN*

Solution Usage

Description

How do I set the machine to use the host name for SMTP? The field is not present in the network settings.

Solution

CAUSE: The host name field is not present under the network settings because DNS has not been setup. The machine knows DNS must be enabled for it to use the host name for scanning or printing.

SOLUTION: Enable DNS by entering the admin 2 mode. This is accomplished by pressing the utility key, admin management and enter the admin password. The default password is 1,2,3,4,5,6,7,8. Select admin 2 and then select network settings and finally DNS settings. Enter the ip address of the DNS server and save. Once this is done, the host name field will be displayed under the SMTP settings.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0901503EN***Solution Usage****Description**

There are no buttons visible in the Admin mode for entering the SMTP Authentication User Name and SMTP Authentication Password.

Solution

CAUSE: Incorrect soft DIPswitch setting.

SOLUTION: To enable SMTP authentication, perform the following:

1. Enter the Service mode.
2. Select Soft Switch Settings.
3. Enter Mode 380.
4. Press Bit Selection and use the arrows to move the cursor under each bit to be changed. Change bits 6 and 2 to "1" using the "1" key on the 10-key pad.
5. Press Set.
6. Press Enter.
7. Press Exit.
8. Enter the Administrator mode.
9. Select Administrator 2.
10. Select Network Settings.
11. Select Network Setting 1.
12. Select SMTP Setting. The SMTP Authentication User Name and SMTP Authentication Password boxes should now be visible.

Note : See attached Section 2.6 of the bizhub 362/282/222 User's Guide [Network Scanner Operations]. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

SPECIAL NOTE : Solution contribution by Bill Hall, Workgroup/SSD and Chuck Tripp, Production Print/SSD

Solution ID TAUS0901763EN***Solution Usage****Description**

Blank copies from glass, printing and internal test patterns. Bizhub 282 is still producing blank copies after replacing the HV unit, PWB-A and the print head unit.

Solution

CAUSE: MFBS has failed.

SOLUTION: Replace the MFBS board(p/n 4551 2038 01)

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0902000EN***Solution Usage****Description**

The machine displays the error code C0211 on startup.

Solution

CAUSE: The bypass tray solenoid SL3 has been damaged by using a mounting screw that is too long. The screw enters the solenoid causing a short.

SOLUTION: Replace SL3 (p/n 9J06 M200 00) and mount it with the correct screws to avoid damage.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0902268EN***Solution Usage****Description**

Paper tray will not raise; no error message.

Solution

CAUSE: Sensor arm bent causing sensor not to be flagged correctly.

SOLUTION: Straighten the bent sensor arm. Please refer to attached photos for reference.

SPECIAL NOTE : Solution contribution by Kevin Szymanik, District Service Manager - Color Consultant

Solution ID TAUS0902395EN*

Solution Usage

Description

The machine indicates incorrect jumper settings after flashing the machine with Phase 2 firmware.

Solution

CAUSE: Incorrect firmware being used with Phase 1 machines.

SOLUTION: The Phase 1 machines cannot use Phase 2 firmware . Before any firmware is installed on a machine, please verify the phase of the machine and the MFBS board. The Phase 2 machines have a jumper to set clock speed.

For serial number cut-in and to see the differences in the boards please see attached Bulletin Number 6922, Bulletin Number 7004 and the Compatibility table. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

<http://www.adobe.com/products/acrobat/readstep2.html> .

IMPORTANT : To recover the machine, please flash with Phase 1 firmware. If the machine cannot be recovered, the MFBS board (p/n 4551 R900 00) may need to be replaced.

SPECIAL NOTE : Solution contribution by David Silverstein, Workgroup/SSD

Solution ID TAUS0902486EN*

Solution Usage

Description

The machine will not print from the network when a Jamex coin vendor is installed.

Solution

CAUSE: Incorrect soft switch setting.

SOLUTION: Enter the soft switch setting mode by performing the following:

Press the utility key

Select the Detail setting, stop, 0, 0, stop, 0, 1.

Select soft switches and input 439 for the mode selection.

Change bit number 2 to 1.

This will allow the Jamex coin vendor to be recognized for network printing.

SPECIAL NOTE: Solution contribution by Mike Galletta, Workgroup/SSD

Solution ID TAUS0902647EN*

Solution Usage

Description

C5351 at power ON.

Solution

CAUSE: Obstructed or failed power supply cooling fan (M4).

SOLUTION: Clean and inspect the power supply cooling fan. Ensure the connector is firmly seated and that no obstructions are interfering with the power supply cooling fan blade rotation. Also, reseal PJ33A-1 on PWB-A. Replace the power supply cooling fan (p/n 9313 1100 42) as necessary.

SPECIAL NOTE : Solution contribution by Ted Young, Production Print/SSD

Solution ID TAUS0902938EN***Solution Usage****Description**

Error code 0x000c003 when copying and the exposure lamp is not lighting.

Solution

CAUSE: Failed inverter board and exposure lamp.

SOLUTION: Replace inverter board (p/n 4551 2012 01) and exposure lamp (p/n 4551 2004 01).

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD

Solution ID TAUS0902946EN***Solution Usage****Description**

Unable to perform a print bypass operation with a coin-op device connected.

Solution

Cause: The Type of Management Device is not set.

Solution: To enable the Type of Management Device perform the following:

Enter the Tech Rep mode.
Select Soft Switch Settings.
Enter switch 438.
Set Bit 7 to 1, (Key counter Only)

SPECIAL NOTE: Solution contribution by Alonzo Smith, Workgroup/SSD

Solution ID TAUS0902947EN***Solution Usage****Description**

Unable to print out the User Authentication counter list when it is enabled.

Solution

CAUSE: Account track is also enabled. When Account track is enabled it prohibits the counter feature of User Authentication.

SOLUTION: This is normal operation for this model series. If Account track is not enabled then the user authentication counter function operates.

SPECIAL NOTE: Solution contribution by Jim Behrends, Workgroup/SSD

Solution ID TAUS0903098EN***Solution Usage****Description**

Scan to FTP button not available.

Solution

CAUSE: Incorrect soft switch setting.

SOLUTION: Please ensure the soft switch setting for Mode 475 bit 3 is set to zero to enable FTP scanning.

SPECIAL NOTE: Solution contribution by Jim DiSarro, Workgroup/SSD